WHAT IS CLAIMED IS:

1   1. A system for automated freight claim management of freight
2 deliveries, the system comprising:
3   a customer interface operable to accept delivery reports from customers;
4   a freight claim engine operable to automatically process the delivery reports to
5   identify freight claims; and
6   a logistics service provider interface operable to communicate freight claims
7   to the logistics service provider and to receive logistics service
8   provider responses;
9   wherein the freight claim engine is further operable to process logistics service
10   provider responses to resolve freight claims.

1   2. The system of Claim 1 wherein the freight claim engine is further
2 operable to resolve freight claims by automatically generating a re-delivery order for
3 logistics service provider responses of lost freight.

1   3. The system of Claim 2 further comprising a response time engine
2 interfaced with the freight claim engine and operable to assign a response of lost
3 freight to a freight claim if the logistics service provider fails to respond to the freight
4 claim in a predetermined time.

1   4. The system of Claim 2 wherein the freight claim engine is further
2 operable to resolve freight claims by automatically precluding a re-delivery order for
3 logistics service provider responses of found freight.

1   5. The system of Claim 2 further comprising an accounting engine
2 interfaced with the freight claims engine and operable to track payment balances to
3 the logistics service provider based on the identified freight claims and the logistics
4 service provider responses.

1   6. The system of Claim 5 wherein the logistics service provider interface
2 comprises an EDI communications interface.

1   7.   The system of Claim 1 wherein the deliveries comprise built to order

2   products.

1   8.   The system of Claim 7 wherein the built to order products comprise

2   information handling systems.

1   9.   The system of Claim 8 further comprising an information handling

2   system order validation engine associated with the freight claims engine and operable

3   to compare information associated with freight claims with one or more required

4   information fields to identify and intercept deficient freight claims from

5   communication to the logistics service provider.

1   10.   The system of Claim 9 wherein the freight claims engine generates re-

2   delivery orders for deficient freight claims.

1   11.   A method for automated freight claims management of freight

2   deliveries, the method comprising:

3   receiving delivery reports from customers;

4   identifying delivery reports as freight claims by one or more predetermined

5   factors;

6   automatically communicating freight claims to a logistics service provider

7   associated with the freight deliveries;

8   receiving responses to the freight claims from the logistics service provider;

9   and

10   automatically resolving the freight claims according to the logistics service

11   provider responses.

1   12.   The method of Claim 11 wherein the deliveries comprise information

2   handling systems.

1   13.   The method of Claim 12 wherein automatically resolving the freight

2   claims further comprises:

3   automatically initiating re-delivery of an information handling system

4   identified as lost by a logistics service provider response; and

5   automatically precluding re-delivery of an information handling system

6   identified as found by a logistics service provider.

1   14.   The method of Claim 13 further comprising:

2   tracking response times between freight claim communications to logistics

3   service providers and logistics service provider responses; and

4   assigning a logistics service provider response of lost if a predetermined

5   response time lapses.

1   15.   The method of Claim 13 further comprising:

2   validating freight claim information before sending freight claims to the

3   logistics service provider; and

4   initiating re-delivery of information handling systems associated with an

5   invalid freight claim.

1   16.   The method of Claim 13 further comprising:

2   tracking payment balance based on the identified freight claims and the

3   logistics service provider responses; and

4   communicating the payment balances to a financial institution associate with

5   payments to the logistics service provider for the deliveries.

1   17.   The method of Claim 16 wherein communicating freight claims and

2   balances further comprises sending EDI messages.

1 18. A method for manufacturer management of freight claims associated
2 with delivery of build to order products by a logistics service provider, the method
3 comprising:
4   accepting orders from plural customers for products to be built to a customer-
5   ordered configuration;
6   building the products;
7   providing the products to a logistics service provider for delivery of each
8   product to a location associated with a customer;
9   receiving freight claims from customers for failure of the logistics service
10   provider to deliver products;
11   automatically communicating the freight claims to the logistics service
12   provider;
13   receiving responses of the logistics service provider to freight claims;
14   automatically re-building the products associated with a response of lost or
15   damaged; and
16   precluding the re-building of products associated with a response of found.

1 19. The method of Claim 18 further comprising:
2 validating that the location associated with freight claims matches the location
3   provided to the logistics service provider for the products.

1 20. The method of Claim 18 wherein the products comprise information
2 handling systems.